

Quality of care

Health and safety

The health and safety of both clients and staff is of paramount importance and our staff will not carry out any task that would put either you or themselves at risk.

We will draw up risk assessments with guidance for staff about how best to minimise any risks.

Independently rated

Transform is registered with the Care Quality Commission (CQC), the independent regulator of health and social care in England.

CQC National Customer Service Centre

Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

☎ 03000 616161

Quality assurance

Transform is committed to providing a high level of customer care. Quality assurance is an important part of our service, and we invite and encourage feedback from our clients in the following ways:

- during initial assessments
- regular client reviews
- regular contact by phone
- annual satisfaction survey
- monitoring and supervision of workers
- client complaints and compliments

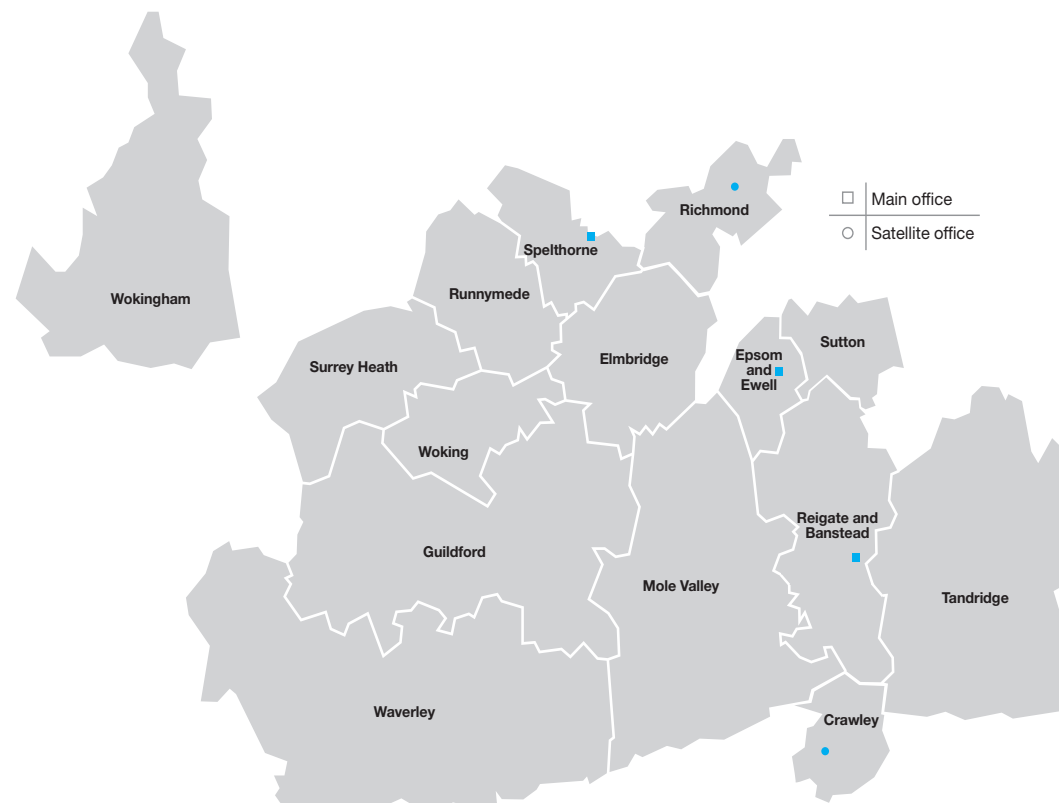
Our Compliance Support Officer visits each of our locations on a monthly basis.

Customer feedback

Transform Homecare is committed to providing a high level of customer care, and we review our policies and procedures on a regular basis to improve the way we carry out that care. We welcome any sort of feedback, positive or negative.

Feedback lets us know whether we are getting things right or if we need to do things differently to improve our service. Feedback should be addressed to the Senior Operations Manager, and will be dealt with accordingly.

There is a procedure for dealing with complaints and this is available on request.



Contact us

Transform Homecare East Surrey

Enterprise Court
3 Mill Street
Redhill
RH1 6PA

☎ 01737 244312

Email us

info@transformhomecare.org.uk for all three locations.

Transform Homecare Mid Surrey

John Gale Court
West Street Ewell
Epsom
KT17 1UW

☎ 0208 786 9142

Transform Homecare North West Surrey

Napier Lodge
Napier Road
Ashford
Middlesex TW15 1TY

☎ 01784 240164

A guide to our services



About your care

Amount of care

The amount of care we can provide depends on your needs. This can range from one short call per week to several calls per day, including at the weekend, and may only be for a short time to help you get back on your feet or on an on-going basis.

Your choices

We will support you in your choices and encourage you to achieve your goals. Maybe you need some help with washing and dressing, or to make your meals? Or perhaps you would like to go to a day centre or to the shops, or visit a friend? Our staff will be happy to help you.

Support plan

We offer a service, tailored to your own needs. We will come and visit you in your own home to assess your needs and agree the level of care required. We will then draw up a support plan in discussion with you. This will list all the tasks that your care and support worker will carry out. Your family members can also be involved in these discussions if you would like them to be.

You will be given a copy of your support plan to keep in your home and we will hold a copy in the office. Changes can be made when your needs change and you will be involved in all these discussions. The support plan will be reviewed twice a year to ensure you are always getting the support you need.



"The best thing about getting care and support from Transform is the smiling, friendly and helpful staff..."

Philip

Charges and payment arrangements

Some of our clients pay privately and others are funded by local authorities. If your care has been commissioned by the Local Authority, we will invoice them direct. If you are paying for your own care, you will be sent an invoice on a four weekly basis which will include details of every call carried out during that period.

Care is invoiced at different rates, depending on length of call, and time of day or week. Higher charges are applicable at the weekends and on Bank Holidays. Full details of our charges are available on request.

Contract

If you pay for your own care, you will be given a contract to sign within seven days of the service starting. You will be given a copy and we will keep a copy in the office. If your care is funded by the local authority, the care contract will be between them and Transform.

Confidentiality

All the information we hold about our clients and staff is confidential. Transform Housing & Support is registered under the Data Protection Act 1998 and complies with its principles regarding information about clients kept on file or computer.

Transform Homecare

Transform Homecare is a service provided by Transform Housing & Support. We have operated a homecare service since 2005 in addition to supported living services. We currently provide care for more than 120 people across Surrey and parts of West Sussex. We support people to live as independently as possible in their own home.

Our purpose is to help people to live independent and fulfilling lives.

Our values explain how we work and guide what we do:
Respect ■ Empowerment ■ Responsibility ■ Excellence

We can help with:

- laundry and light housekeeping
- household tasks and shopping
- getting out and about
- companionship
- getting up and going to bed
- washing, bathing and dressing
- prompting or administering medicines
- meal preparation and dietary information, enabling people to make their own choices

Our staff

We have a dedicated, experienced team of staff to help you. All our staff go through a thorough recruitment procedure before they work for us, including DBS checks and employer references.

They are insured to work in your home. They undertake essential courses including first aid, nutrition and diet, health and safety and personal care, which are updated regularly.

Our promise

- Always treat you with respect and courtesy.
- Provide quality support according to your needs.
- Provide regular reviews.
- Work with you to develop and achieve your goals for your life choices.
- Respond promptly to any queries or complaints you have about our service.
- Work in partnership with other organisations to ensure you receive quality services.

